

CLAIMS

What is claimed is:

1. A method comprising:
collecting information regarding an installed device on a computing device; and
presenting the information,
wherein the installed device is not attached to the computing device and the information is presented without booting the computing device into a special mode.
2. A method as recited in claim 1, wherein the information presented comprises all data available to an operating system running on the computing device regarding the installed device.
3. A method as recited in claim 1, wherein the special mode is a troubleshooting mode.
4. A method as recited in claim 1, further comprising modifying information regarding the installed device in response to a modification request.
5. A method as recited in claim 1, further comprising modifying information regarding the installed device in response to a modification request, wherein the modification request is one or more items selected from a group comprising change value and delete value.

6. A method as recited in claim 1, further comprising modifying information regarding the installed device in response to a modification request from a user.
7. A method as recited in claim 1, wherein the information is presented in response to a user selecting the installed device.
8. A method as recited in claim 1, wherein the information is dynamically updated in response to a change event.
9. A method as recited in claim 1, wherein the information is dynamically updated in response to a hot-plugging event.
10. A method as recited in claim 1, wherein the information regarding the installed device is one or more items selected from a group comprising device hardware ID, device status, device ID, device port type, device driver version, device driver provider, device driver INF location, device driver section, device drivers' file list, device drivers services' status, and device drivers' service information.
11. A method as recited in claim 1, wherein the information is presented to a local user.
12. A method as recited in claim 1, wherein the information regarding the installed device is provided to a remote support person.
13. A method as recited in claim 1, wherein the information regarding the installed device is provided to a remote support person through one or more

communication channels selected from a group comprising a public telephone network, Internet, and an intranet.

14. A method as recited in claim 1, wherein the method quickly indicates whether a driver installation is incomplete.

15. An apparatus comprising:

a computing device; and

a hardware device installed on the computing device,

wherein information regarding the installed hardware device is presented when the installed device is not attached to the computing device and the information is presented without booting the computing device into a special mode.

16. An apparatus as recited in claim 15, wherein the information presented comprises all data available to an operating system running on the computing device regarding the installed device.

17. An apparatus as recited in claim 15, wherein the special mode is a troubleshooting mode.

18. An apparatus as recited in claim 15, wherein the information regarding the installed device is modified in response to a modification request.

19. An apparatus as recited in claim 15, wherein the information regarding the installed device is modified in response to a modification request and the modification request is one or more items selected from a group comprising change value and delete value.

20. An apparatus as recited in claim 15, wherein the information regarding the installed device is modified in response to a modification request from a user.
21. An apparatus as recited in claim 15, wherein the information is presented in response to a user selecting the installed device.
22. An apparatus as recited in claim 15, wherein the information is dynamically updated in response to a change event.
23. An apparatus as recited in claim 15, wherein the information is dynamically updated in response to a hot-plugging event.
24. An apparatus as recited in claim 15, wherein the information regarding the installed device is one or more items selected from a group comprising device hardware ID, device status, device ID, device port type, device driver version, device driver provider, device driver INF location, device driver section, device drivers' file list, device drivers services' status, and device drivers' service information.
25. An apparatus as recited in claim 15, wherein the information is presented to a local user.
26. An apparatus as recited in claim 15, wherein the information regarding the installed device is provided to a remote support person.
27. An apparatus as recited in claim 15, wherein the information regarding the installed device is provided to a remote support person through one or more

communication channels selected from a group comprising a public telephone network, Internet, and an intranet.

28. An apparatus as recited in claim 15, wherein the method quickly indicates whether a driver installation is incomplete.
29. One or more computer-readable media having instructions stored thereon that, when executed, direct a machine to perform acts comprising:
 - collecting information regarding an installed device on a computing device; and
 - presenting the information,wherein the installed device is not attached to the computing device and the information is presented without booting the computing device into a special mode.
30. One or more computer-readable media as recited in claim 29, wherein the information presented comprises all data available to an operating system running on the computing device regarding the installed device
31. One or more computer-readable media as recited in claim 29, wherein the special mode is a troubleshooting mode.
32. One or more computer-readable media as recited in claim 29, wherein the acts further comprise modifying information regarding the installed device in response to a modification request.
33. One or more computer-readable media as recited in claim 29, wherein the acts further comprise modifying information regarding the installed device in response to a modification request, wherein the modification request is

one or more items selected from a group comprising change value and delete value.

34. One or more computer-readable media as recited in claim 29, wherein the acts further comprise modifying information regarding the installed device in response to a modification request from a user.